

Call Volume Report

Contract Name: APS-OREGON HEALTH PLAN CARE COORDINATION

Date Range: From: 2/1/2016 To: 2/29/2016

Time Range: Start Time: 12:00:00AM To: 11:59:59PM

Did Number (DNIS): APS - Oregon Health Plan Care Coord -

	Total Calls Offered	Total Calls Abandoned	Total calls Answered	Avg Speed Answered (HH:MM:SS)	Average Talk Time (HH:MM:SS)	Percent Abandoned	Percent Answered	Percent Service Level
2016								
<i>February - 16</i>	749	27	722	00:00:21	00:04:23	3.60%	96.40%	84.35%
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Total	749	27	722	00:00:21	00:04:23	3.60%	96.40%	84.35%